

Responses to Assessment Initiative Questions
Academic Advising
August 24, 2009

What is the area's current method for tracking client data? If this is not currently being tracked, what is your proposed plan for doing so?

We currently track the following client data:

- Students visits (appointments and drop-ins), categorized by the self-reported nature of the question motivating the visit, and categorized by the class level of the students. Name and A number are collected as well.
- Numbers of phone calls and email advising inquiries
- Average wait time for students during drop-ins
- Numbers of attendees at all workshops
- Names and A numbers of Academic Planning Workshop attendees
- Names, A numbers, and self-assessment of academic skills (and other factors affecting success) for students entering with conditional admission.
- Names, A numbers for student-athletes attending special orientation/APW.
- Names, A numbers for students placed on Academic Warning who receive an outreach contact from Academic Advising when they become known to us.
- "How's It Going" project collects responses from new students between weeks 3 and 5 of each quarter. Students report on what is going well and what obstacles they may be encountering in their academics and other campus life areas. Responses are categorized and advising outreach ensues for those indicating significant difficulties.

In future, we plan to enhance our client data collection by doing the following:

- Widen the scope of the ways we analyze the demographic information which is retrievable based on the A-numbers we collect. We seek to answer the basic question of whom we are serving, and its companion question, which groups we may not be serving as well with individual advising contacts.

What is the area's current method for tracking client satisfaction and/or needs? If this is not currently being tracked, what is your proposed plan for doing so?

- Currently, we ask participating students to evaluate our academic planning workshop, and use this information we receive to inform our annual revisions of the workshop.
- In future, we plan to assess student satisfaction with individual advising visits; we are creating a system which we plan to implement in 2009-10 in which we will contact each student visitor by email within a few days after the visit, asking him/her to respond to a brief set of questions about the usefulness of the visit. Peer advisors will conduct this work, and academic advisors will follow up if there is a need.
- In future, we plan to assess, via personal email query, student satisfaction with usefulness of advising support in specific populations outreach: e.g., students with conditional admission, student-athletes, students in core connector programs, international students, students seeking our help in planning study abroad. This will be accomplished in a manner similar to that noted above, and the effort will be coordinated by the advisor responsible for serving the population. Peer advisors will conduct this work, and academic advisors will follow up if there is a need.

What is the area's current method for utilizing and integrating data that is currently being collected? If this is not currently being done, what is your proposed plan for doing so?

- Currently, we use the data we collect on student visits and types of concerns they bring to plan our staffing levels, our training needs, and our needs for additional web-based resources. We also provide information to other units, including student services offices,

curriculum deans, and Enrollment Services, if patterns emerge in student concerns that they can help to address.

- Currently, we use the evaluation information from Academic Planning Workshops to inform our revisions of the workshop each year.
- Currently, during each registration cycle we use data received from Registration on newly admitted students who are in “waitlist only” status to make an advising outreach.
- In future, we plan to use the student satisfaction survey information we receive to make needed improvements to our individual advising services and to our programs/services for particular populations.
- In future, we plan to retrieve demographic information from students who receive individual advising services, by use of the A number, to determine who is or is not using our services, what the typical needs of each sub-group are, and how satisfaction levels may correlate with certain populations. We could, for example, design information queries based on gender, academic history, age, ethnicity, veteran status, type of academic program, residence type, beginning year/quarter at Evergreen, transfer or high school direct start, and so on. We will work with our dean and others in Student Affairs to identify the key questions we can answer by use of Banner demographic information attached to the A number. The information we gain will impact programs and services currently offered, and will point to outreach needs with specific populations.